



City of San Bruno

Notice to Residential Utility Customers

The rates for water, wastewater, and garbage services increased on July 1, 2002 and are reflected on current utility bills.

Both water and wastewater rate increases are necessary to address the current and future capacity demands on each system. Additional revenues generated by the water rate increase will contribute to the funding of significant improvements in the production, treatment, and delivery of water. Additional revenues generated by the wastewater increase are necessary to finance the sizable improvements to capacity required to comply with various environmental regulations and mandates.

Water Service

In 2001, the City contracted with a professional engineering firm specializing in utility rate structures to assess future capacity demands on the water system and the City's financial ability to maintain and expand service to meet higher demands. The study proposed a balanced approach to accommodate future capacity demands using capital investment and a water conservation incentive in the rate structure.

To encourage water conservation, a two-tiered rate structure was implemented in September 2001 for single-family residential customers. In this tiered structure, the study calculated 18 units of water as the average consumption per single-family residential customer. Single-family residential water customers consuming more than 18 units of water per billing cycle are charged a higher rate for each unit in excess of 18. In general, single-family residential customers have a greater opportunity to conserve water than multi-family customers, for example clothes washing.

All residential customers are assessed a minimum monthly service charge based on meter size in addition to the charges for water consumption. Meters are read approximately every sixty days and display consumption in terms of units (1 unit is equivalent to 100 cubic feet or 750 gallons).

Monthly Service Charges (most residential customers have ¾" meters)

Meter Size	¾"	1"	1 ½"	2"	4"	6"	8"
Monthly Fee	\$7.24	\$11.12	\$22.25	\$35.59	\$71.19	\$131.98	\$234.86

Single-Family Residential Quantity Charge

Units Consumed	Price per unit
0-18 units per billing period (two months)	\$2.43
Each unit in excess of 18 per billing period	\$3.08

Multi-Family Residential Quantity Charge	\$2.54 per unit
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Wastewater Service

In the study that addressed the water system's future, a wastewater rate structure was developed to finance a capital improvement program complying with various environmental regulations and mandates. The new rates will fund a series of capital projects currently underway aimed toward improving the capacity of the wastewater system.

Wastewater services are billed based on average water consumption during the winter months, which best approximates the amount of wastewater generated by a service location. The wastewater average is an equitable method of recovering the costs of operating the wastewater system for all residents.

The City is divided into east and west with Interstate 280 (I-280) serving as the dividing line to determine which months are used to calculate the winter average. For service locations west of I-280, the billings generated in January and March are the winter months. Winter months for service locations east of I-280 are the billings generated in February and April. Service location wastewater averages are calculated once per year and remain in effect for 12 months regardless of changes in occupancy.

All Residential Customers

Monthly Service Charge	\$8.61
Wastewater Average	\$2.62 per unit

When reviewing wastewater charges, please remember that the amount billed is based on the previous winter's water consumption at a service location. If the service location experiences a leak during the winter months, the wastewater average will be overstated unless reported to the Finance Department within 30 days of the billing statement demonstrating the leak.

Garbage Service

All garbage service charges increased effective July 1, 2002 and the rates for the most common residential toters are detailed below. Please contact the San Bruno Garbage Company, (650) 583-8536, if you have any additional questions.

Toter size	Bi-Monthly Rate
32 gallon	\$ 34.44
64 gallon	\$ 68.86
96 gallon	\$108.30

Fines and Penalties

- ◆ Residential customers are billed bi-monthly and payment is due in two equal installments, with any unpaid prior balance added to the first installment. The first payment is due 21 days following the billing date and the second installment is due 41 days following the billing date. The due dates for both installments are indicated on the bill. Failure to make payment by the due dates will cause the account to be delinquent and a penalty of \$10 or 10%, whichever is greater, of the outstanding balance will be assessed. To avoid delinquent charges, please call the billing office (650) 616-7086 to inquire about automated payment options.
- ◆ All delinquent accounts are subject to service termination. If an account is terminated, a \$90.00 reconnect fee will be assessed to the customer's account. To reestablish service, the entire past due balance, late penalties, and the \$90.00 reconnect fee must be paid in full.
- ◆ Any attempts to re-establish water service, as evidenced by water service or damage to the meter, by any person other than an authorized City employee is subject to a \$500 fine for illegal connection.
- ◆ Customer accounts with checks returned for non-sufficient funds (NSF) will be assessed a \$25.00 fee per occurrence in addition to any delinquent and/or termination penalties that may be necessary as a consequence of the NSF.

This notification has been generated to inform residential customers of new rates effective July 1, 2002 as approved by the City Council. Not all City Council adopted rates or fees have been included in this notification, for more information please refer to the City's Master Fee Schedule available at www.ci.sanbruno.ca.us.

For questions regarding water or wastewater services or fees, contact:
City of San Bruno
Finance Department:
(650) 616-7086

For questions regarding garbage service or rates, contact:
San Bruno Garbage Company:
(650) 583-8536